

# Deliver a next-generation employee experience and unlock enterprise-wide productivity

Stefano Perinotto

*EMEA HR Sr Solution Architect*



**“Clients do not come first.  
Employees come first.  
If you take care  
of your employees,  
they will take care  
of the clients.”**

**—Richard Branson**



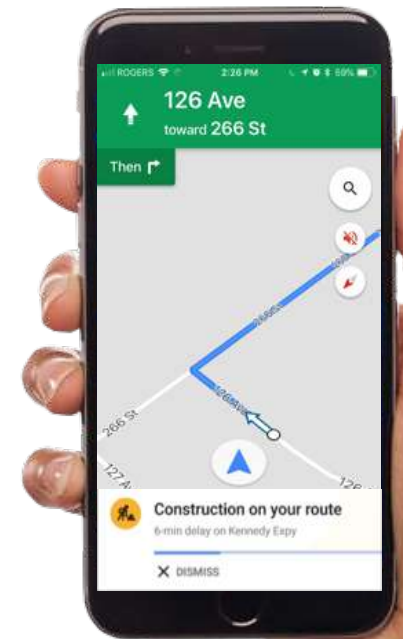
# Employee Experience is a Top Priority

## Consumer Experiences Are Driving Expectations

92%

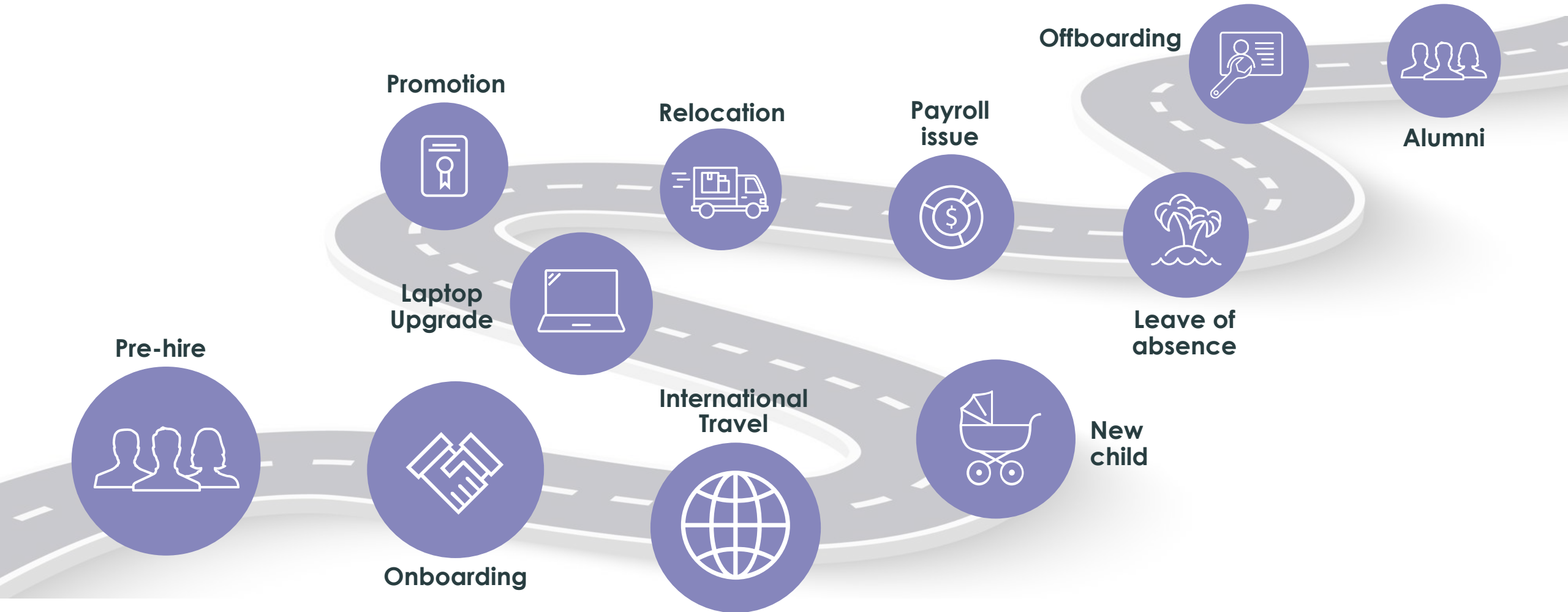
of CEOs want CHROs to digitize the employee experience<sup>1</sup>

“Leading HR organizations aspire to provide a consumer-grade customer experience to their workforce...”<sup>2</sup>



# The employee journey

Moments that matter



# The current employee experience



## Employees

- Why is this so hard at work?

## Service Teams

- We are stuck using manual and siloed service processes

# HCM suites cannot solve this problem

“I’ve talked with multiple CHROs who have spent many millions of dollars on replacement core HCM systems, only to find out that the employee experience fell short and required a new layer of software on top.”

11

The average number of HR systems of record within an organization



Josh Bersin  
HR & IT Industry Analyst

HR Technology Market, 2019

# The next-generation employee experience



## Employees

- Easy to get service



Talent Mgt.



Employee Relations



Recruiting



IT



Security



Expenses



Core HR



Travel



Mobility Support



Stock Plans



Relocation



Facilities



Payroll

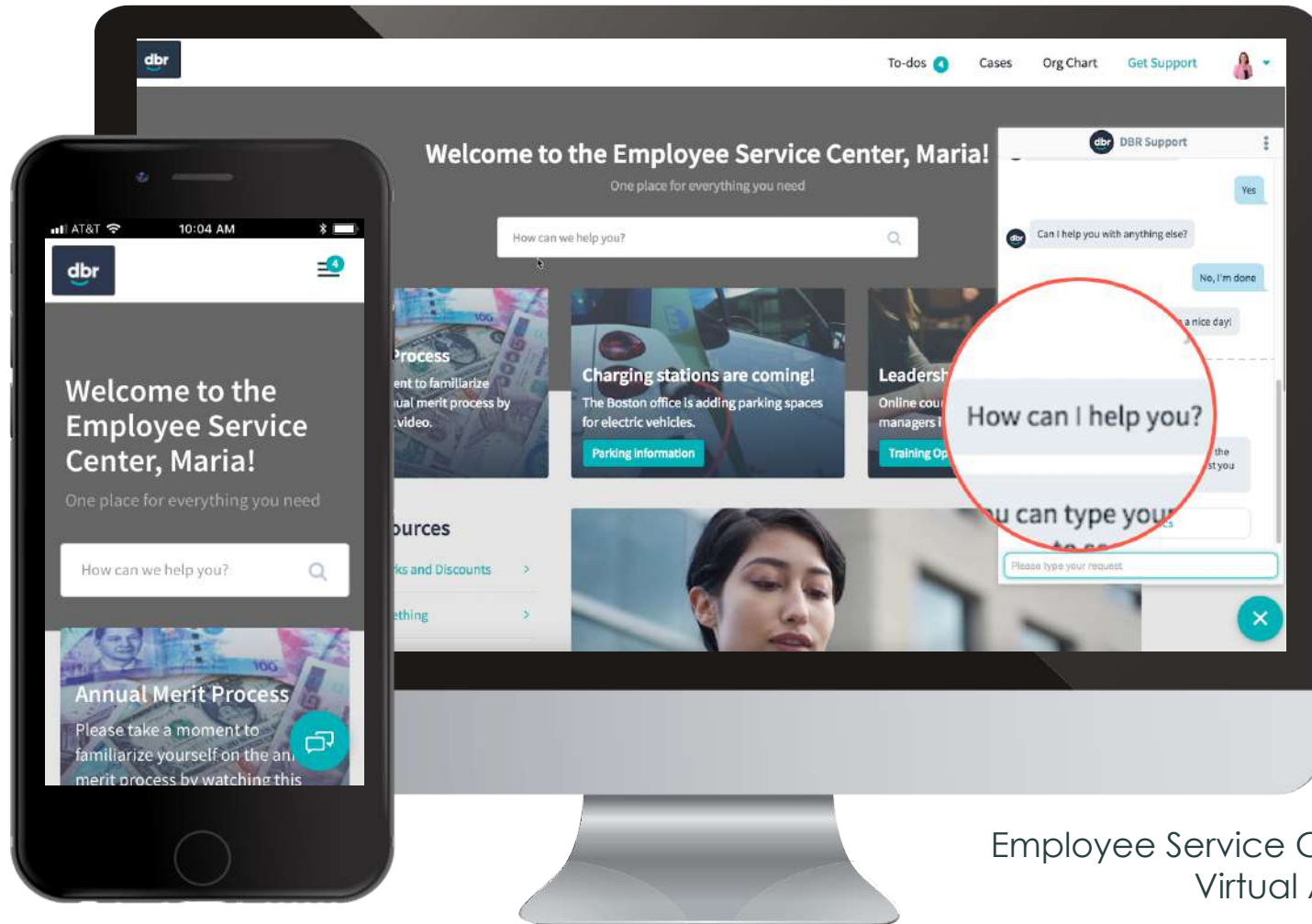


Benefits

## Service Teams

- Digital workflows across people and functions

# Make it easy for employees to get service



Employee Service Center  
Virtual Agent

Give employees anytime, anywhere access to services from any department to increase satisfaction

Guide employees with intelligent, automated answers to simplify any process

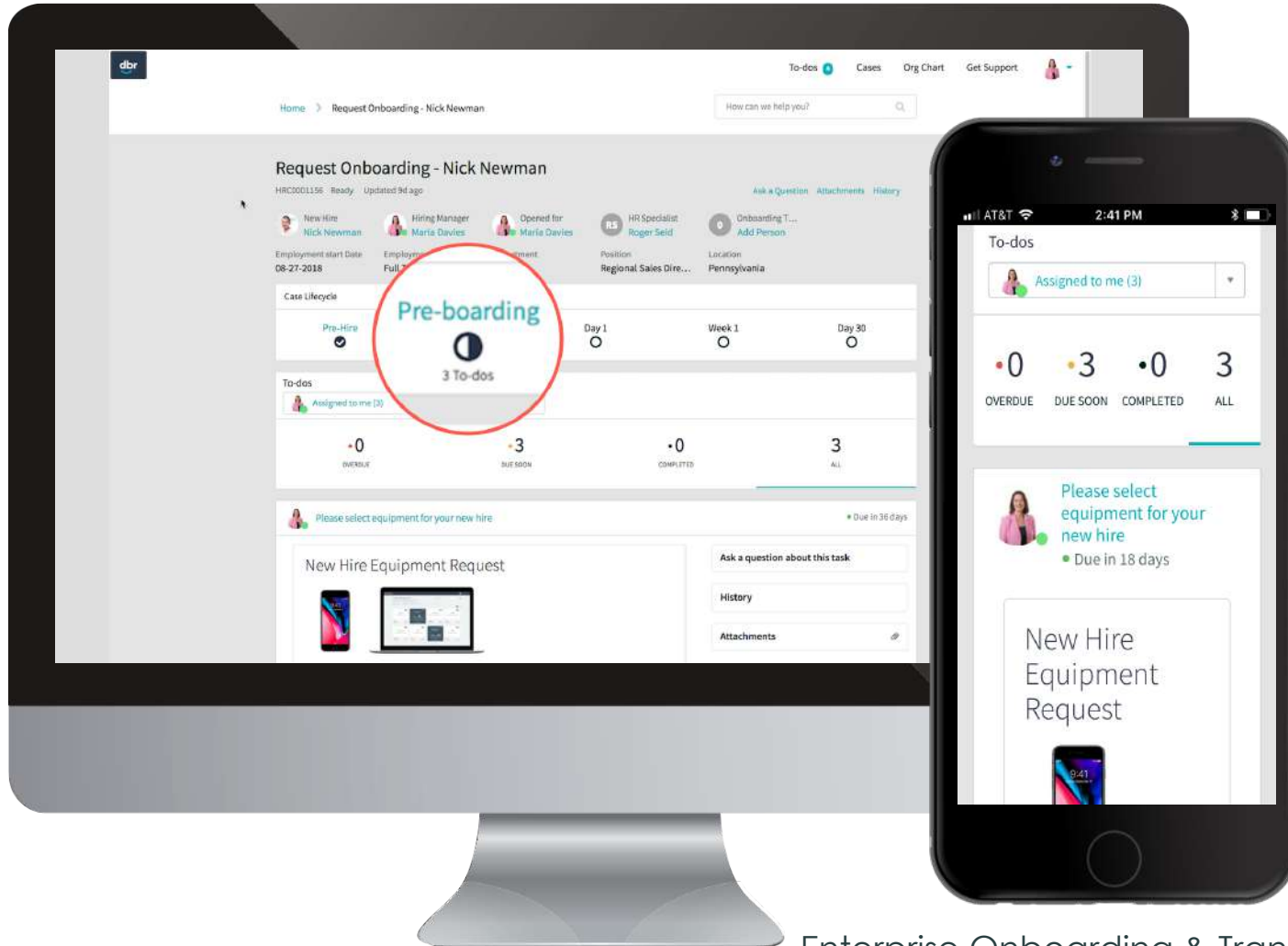
Offer high-touch help when it matters creating a stronger engagement with employees

97%

employee service  
satisfaction rates



# Create digital workflows across people and functions



Replace manual and siloed processes with cross-functional digital workflows for increased efficiency

Easily configure digital workflows for onboarding and other life events for a frictionless employee experience

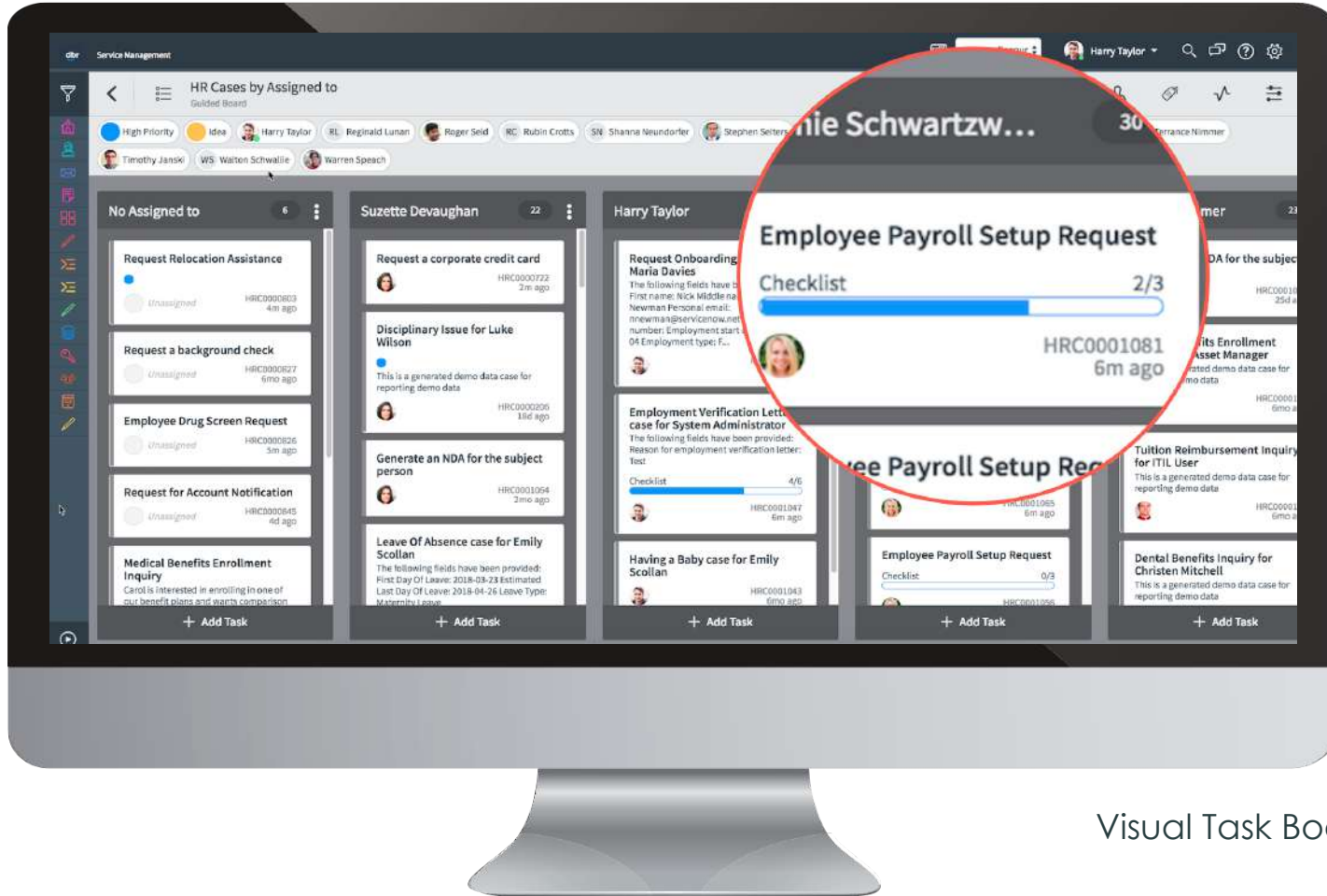
Deliver commonly requested services with pre-configured workflows to accelerate time to value

Enterprise Onboarding & Transitions

30%

increased departmental efficiency

# Unlock productivity across the organization



Visual Task Board

Manage all interactions and requests across functional areas and centers of excellence

The visual task board allows the HR professionals to easily manage and prioritize HR cases

Bulk case creation saves HR time when creating related cases for groups of employees

**500k**

hours given back to employees

# Performance Analytics for HR Service Delivery



Performance Analytics Report & Dashboard



Prioritize resources



Enhance self-service



Drive toward continual service improvement



Align service with overall business goals



# ServiceNow helps Magellan Health create a workplace of the future by redefining the employee experience

## Challenge

Attract and retain exceptional employees by delivering a superior HR experience

## Products

ServiceNow HR Service Delivery

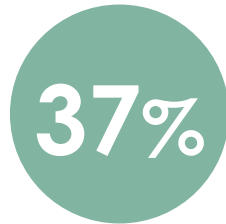
## Results



Inquiries now resolved through self-service



Reduction in HR case load with self-service



HR productivity boost, freeing time to focus on strategic priorities









“

We are creating the workplace of the future by making it fast and #EasyforEmployees to get HR service.



**Pat Tourigny**  
Senior Vice President, HR Shared Services  
Magellan Health

					
What will EY look like in 2020+?	300,000 people supported by HR	Generating US \$30+ billion in revenue	4 million job applications	14 million planned learning hours	60,000 new alumni each year

## Challenge

EY is to grow its workforce from 180,000 employees to 300,000 by 2020

## Products

ServiceNow HR Service Delivery + ITSM, ITOM, ITBM and PA

## Results

**\$5m**

Efficiency Saving

**\$775k**

Reduction in HR case load

**\$306k**

Reduce Time to serve



“

As part of their Vision 2020 strategy, EY needed to transform talent in order to attract, build and retain new capabilities. They **recognised the need to build global consistency, utilise shared services and empower local teams.** They set about to **lead digital transformation and become the disruptor**

**Daniele Colombo**  
Associate Director, HR Transformation

# ServiceNow helps AMEX GBT move from onboarding chaos to delivering great new hire experiences

## Challenge

Manual, inconsistent and costly onboarding processes lead to a poor new hire experience

## Products

ServiceNow Enterprise Onboarding & Transitions  
ServiceNow IT Service Management

## Results

\$500K

Cost reduction per year

18K

Work hours saved per year

300K

Emails eliminated per year



“

“IT partnering with HR to transform the on-boarding experience. We went from several individual IT service requests to one order guide taking only 3 minutes to complete, simply Awesome!!”



**Patti Court**  
Director Service Management  
AMEX GBT

# Onboarding KPIs

- Orientation completion time
- First week training completion rate
- Training cost per employee
- New hire attrition rate



# Onboarding KPIs

- Orientation completion time
- First week training completion rate
- Training cost per employee
- New hire attrition rate

EMPLOYEES MORE LIKELY TO STAY  
WITH A COMPANY FOR 3 YEARS



**69%**

If they experience great onboarding.



# Onboarding Experience is a Top Priority

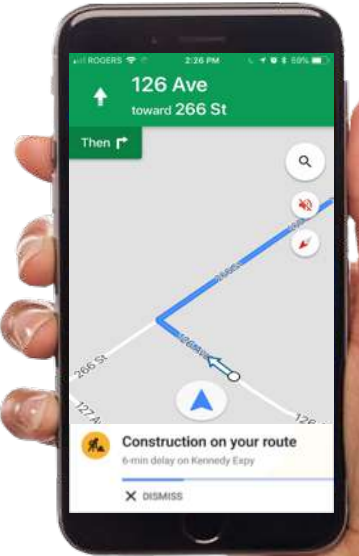
Consumer Experiences Are Driving Expectations

#1

Needed improvement  
in onboarding is

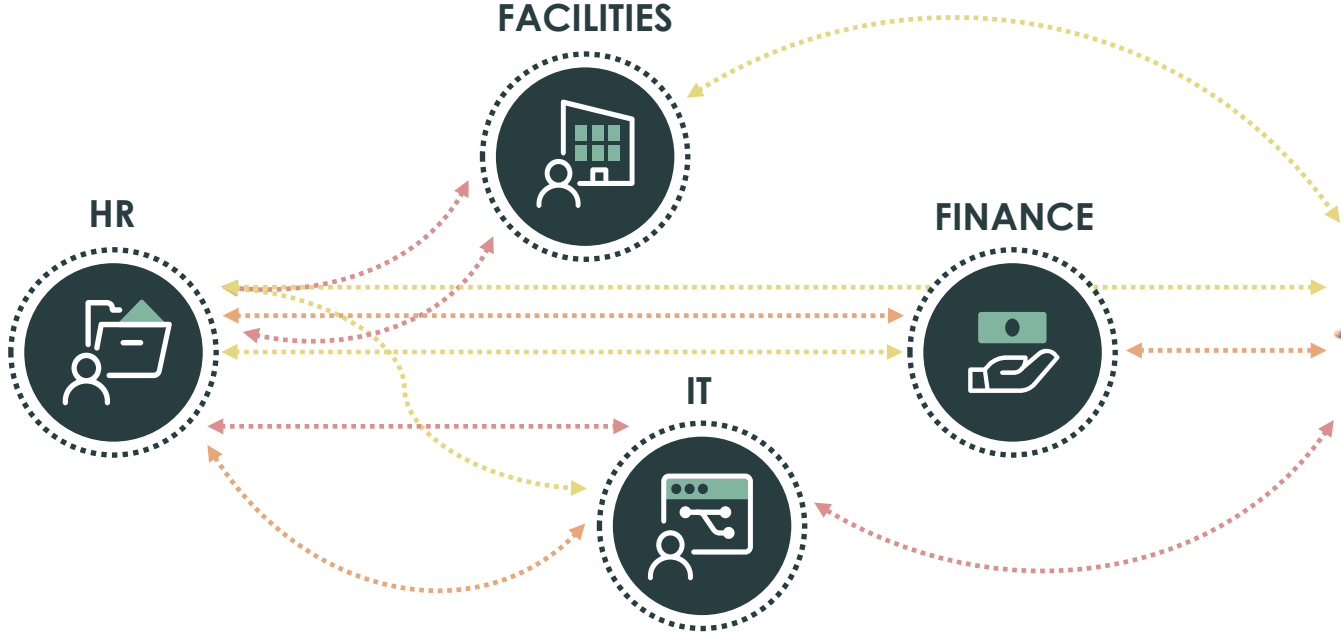
**New-Hire Experience** <sup>1</sup>

*“New hires are increasingly  
expecting a consumer-  
grade UX”<sup>2</sup>*



Source: 1. Brandon Hall, Evolution of Onboarding Study, 2017 2. Gartner, Improve Organizational Performance by Evolving From 'Onboarding Employees' to 'Managing Worker Transitions', 2018

# Onboarding in silos

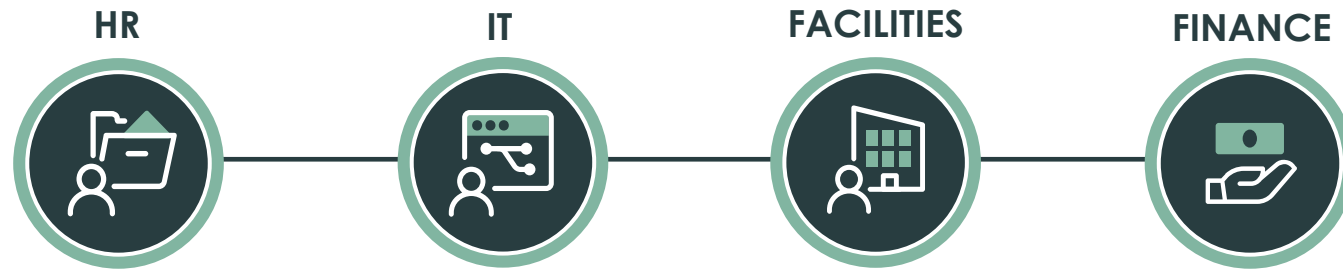


Departmental Inefficiencies | Poor Employee Experience

START

FINISH

# Onboarding as an Enterprise Service



**servicenow**<sup>™</sup>

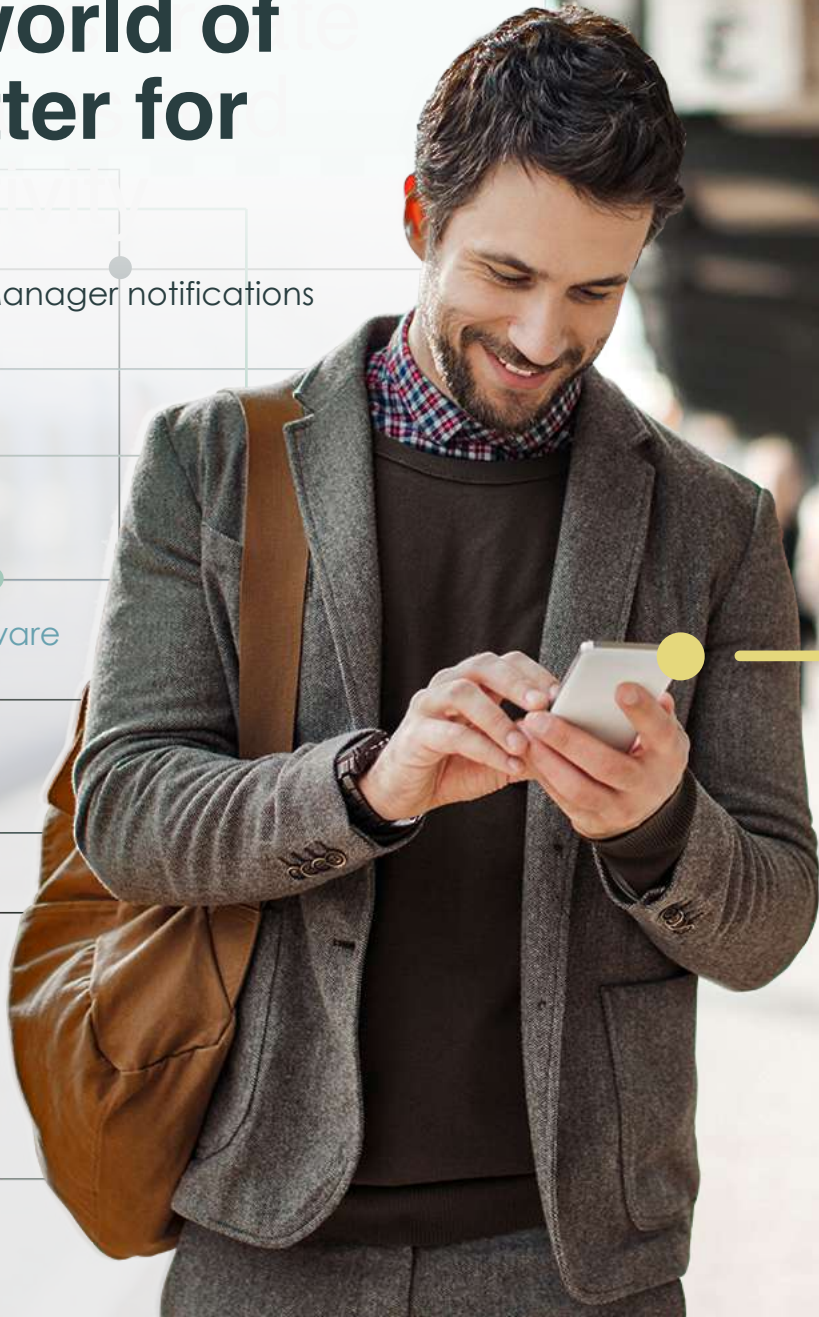
Greater Departmental Efficiency | Happier, More Productive Employees

**START**

**FINISH**

ServiceNow purpose

# We make the world of work, work better for people.



Network access

Manager notifications

PC hardware

Badge set-up

Payroll

Desk set-up

Security

New hire training

The image shows a mobile app interface for a user named Megan Anderson. At the top, it says "Hello Megan" with a search bar for "Search People, Articles, Items". Below this is a "My To-Dos" section with a card for "Upload Your Drivers License" (Request Onboarding) due in 2 days. The "My Requests" section shows a "Request Onboarding" card with 7 To-Dos. The "Popular Items" section has a plus icon. At the bottom is a navigation bar with icons for Home, Requests, Articles, Notifications (with a red badge showing 3), and More.

My To-Dos

View All

Upload Your Drivers License

Request Onboarding  
For Megan Anderson

Due in 2 days

Sign

Request Onboarding  
For Megan Anderson

My Requests

View All



Request Onboarding

For Megan Anderson  
7 To-Dos

3 days ago



3 days ago

Popular Items

View All



Home



Requests



Articles

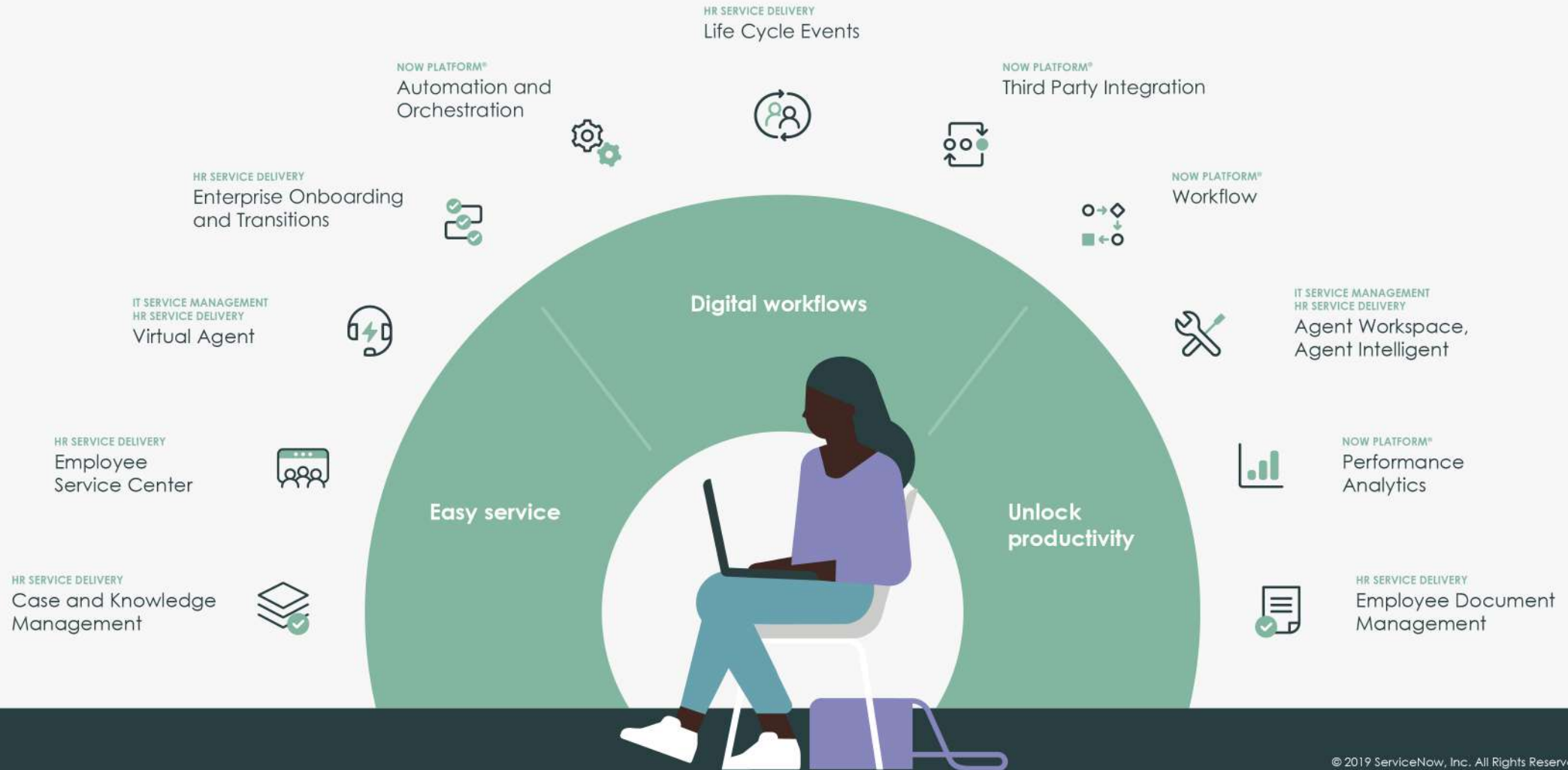


Notifications



More

# Deliver a next-generation employee experience, and unlock enterprise-wide productivity.



# 855+ Organizations Have Chosen ServiceNow for HR



# ServiceNow Listed as a Representative Vendor in Gartner's Market Guide for Integrated HR Service Delivery Solutions

Table 2. IHRSD Vendor Solutions

	Deloitte	Dovetail Software	Hyland	Infor	Meta4	Neocase HR Power	Neocase HR Ready	Oracle	PeopleDoc	ServiceNow	SAP SuccessFactors	Willis Towers Watson
HR Knowledge Base	✓	✓	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
Document Management	✓	✓	✓	Provided by Partner	✓	Provided by Partner	Provided by Partner	✓	✓	✓	✓	✓
Authoring Tools	✓	✓	✓	✓	✓	✓	✓	X	✓	✓	✓	✓
E-Signature	Provided by Partner	X	Provided by Partner	✓	Provided by Partner	Provided by Partner	Provided by Partner	Provided by Partner	✓	✓	✓	X
Self-Service Portal	✓	✓	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
Personalized Search	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Single Sign-On	Provided by Partner	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Integrated Case Management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Mobile Search and Ticketing	✓	✓	✓	✓	X	✓	✓	X	✓	✓	✓	✓
Integrated Live Chat	✓	✓	X	✓	X	✓	X	✓	Provided by Partner	✓	Provided by Partner	✓
Chat Bots/Virtual Agents	Provided by Partner	✓	X	X	X	✓	X	✓	Provided by Partner	✓	Provided by Partner	X
Service-Level Agreements	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Transition Management	✓	Provided by Partner	✓	✓	✓	✓	X	✓	✓	✓	✓	✓
Approval Workflows	✓	✓	✓	X	✓	✓	X	✓	✓	✓	✓	X
Business Process Monitoring	✓	✓	✓	✓	✓	✓	X	✓	✓	✓	✓	X
Satisfaction Surveys	✓	Provided by Partner	X	✓	Provided by Partner	✓	✓	✓	✓	✓	✓	✓
Analytics Dashboards	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Source: Gartner (October 2017)

This graphic was published by Gartner, Inc. as part of a larger research document and should be evaluated in the context of the entire document. The Gartner document is available upon request from ServiceNow: <https://www.gartner.com/doc/reprints?id=1-4JIYDKT&ct=171030&st=sb>.

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Gartner, Market Guide for Integrated HR Service Delivery Solutions, by Melanie Lougee, Ranadip Chandra, Mike Burden, 26 October 2017.

When I started ServiceNow in 2004, my vision was to build a cloud-based platform that would enable regular people to route work effectively through the enterprise.

**Fred Luddy, Founder**





# How we help drive your digital transformation agenda

## IT WORKFLOWS

Respond faster to security incidents, vulnerabilities, and enterprise risk.



## EMPLOYEE WORKFLOWS

Deliver next generation employee experience and unlock enterprise-wide productivity.



## IT WORKFLOWS

Deliver high-performance business services with visibility and AIOps.



## CUSTOMER WORKFLOWS

Delight customers with proactive service from issue to resolution.

## IT WORKFLOWS

Transform the IT experience.

## NOW PLATFORM<sup>SM</sup>

Build enterprise workflow apps fast.





Thanks to everyone  
who believes work  
should work better

Thanks to you, we debuted at #1 on  
Forbes' list of the World's Most  
Innovative Companies.

servicenow

servicenow™

# Thank you

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